

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-02 19-38-55

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
24	23	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

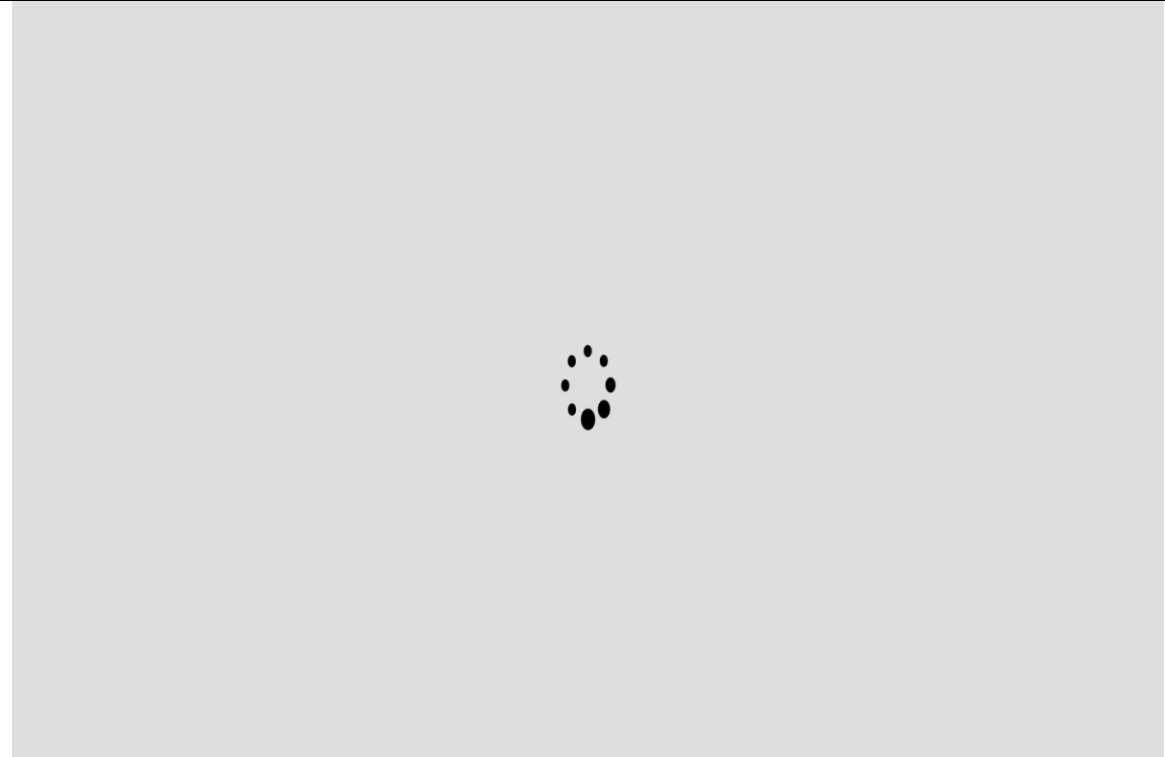
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

Incidents

🔍 Search ↻ Refresh 🔄 Reset 📁 Open 📄 New 🖨️ Print 📄 Copy 📄 Assign 📄 Propose ✕ Delete 📖 Bookmark

Incidents

|< << < 1 2 > >> >| Records 1 - 1000 (1001 Total)

Subject	Status	Full Name	Queue	Date Last Updated ▼	Reference #
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:43 PM	200730-000075
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:43 PM	200730-000077
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:33 PM	200730-000074
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:28 PM	200730-000072
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:21 PM	200730-000048

1000 Records

Step No:8

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: The Element: ClickMessages is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main header shows 'Incidents' and the incident ID '200730-000033'. Below this, a toolbar includes 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A navigation bar contains tabs for 'Summary', 'Messages' (which is selected), 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. Under the 'Messages' tab, there are buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A 'Filter' dropdown and a 'Newest first' sort option are also present. The main content area shows an email draft in 'Draft Mode' from 'Sys Agent' to 'abhi552@gmail.com'. The 'Cc' and 'Bcc' fields are empty, and a loading spinner is visible in the 'Bcc' field area.

Step No:9

Step Description: In the message area, write response text

Expected Result: Enter Response Text

Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you.

Status: Pass

The screenshot displays the Oracle Service Cloud interface for an incident response. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a breadcrumb trail shows 'Incidents' and a specific incident '200730-000033'. A toolbar contains icons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. The main content area has tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' tab is active, showing options to 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A green bar indicates 'Sys Agent' and 'Email' in 'Draft Mode'. The 'To' field is filled with 'abhi552@gmail.com'. The 'Cc' and 'Bcc' fields are empty. A rich text editor toolbar is visible, and the text 'We are working on your issue and we will get back to you.' is entered in the message body.

ORACLE Service Cloud

Reference #

Incidents 200730-000033

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Add a Response Add Private Note Add Customer Entry Filter Newest first

Sys Agent Email Draft Mode

To abhi552@gmail.com

Cc

Bcc

Font Size B I U S A A

We are working on your issue and we will get back to you.

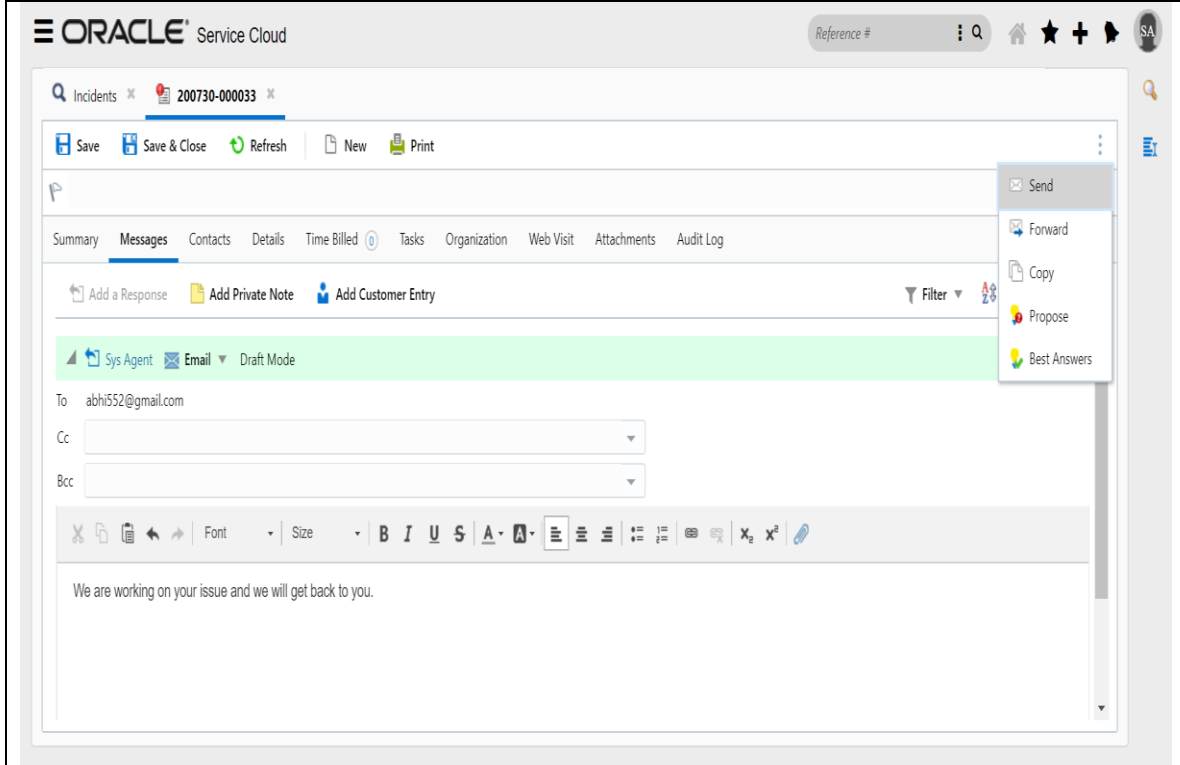
Step No:10

Step Description: Click on Menu

Expected Result: Click on Menu

Actual Result: The Element: ClickMenu2 is clicked

Status: Pass



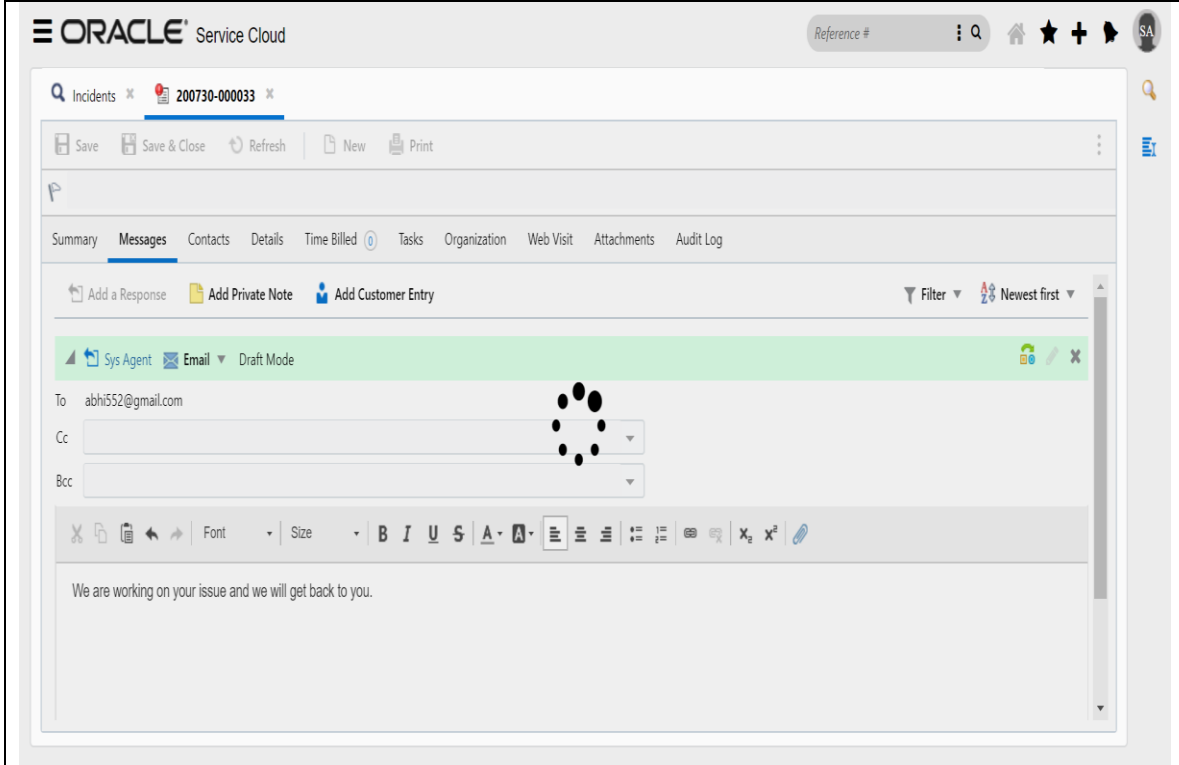
Step No:11

Step Description: Click Send option

Expected Result: Click Send option

Actual Result: The Element: ClickSend is clicked

Status: Pass



Step No:12

Step Description: HardWait Time

Expected Result: HardWait Time

Actual Result: The browser had waited (hard wait) for: 20 seconds

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main content area shows an incident record for '200730-000033'. The incident is currently in the 'Messages' tab, which is highlighted. Other tabs include 'Summary', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. Below the tabs, there are buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A message from 'Sys Agent' dated '08/02/2020 07:40 PM' is visible, stating: 'We are working on your issue and we will get back to you.' The interface also includes a 'Filter' dropdown and a 'Newest first' sort option.

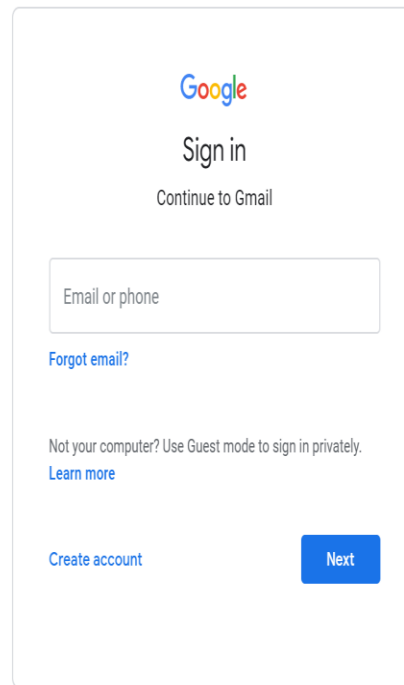
Step No:13

Step Description: Open Gmail Client

Expected Result: Open Gmail Client

Actual Result: The URL: <https://mail.google.com/> is launched in the browser: Chrome successfully

Status: Pass



The screenshot shows the Google Sign-in interface. At the top is the Google logo, followed by the text "Sign in" and "Continue to Gmail". Below this is a text input field labeled "Email or phone". Under the input field is a blue link "Forgot email?". Further down is the text "Not your computer? Use Guest mode to sign in privately." with a blue link "Learn more". At the bottom left is a blue link "Create account", and at the bottom right is a blue button labeled "Next".

English (United Kingdom) ▼

[Help](#) [Privacy](#) [Terms](#)

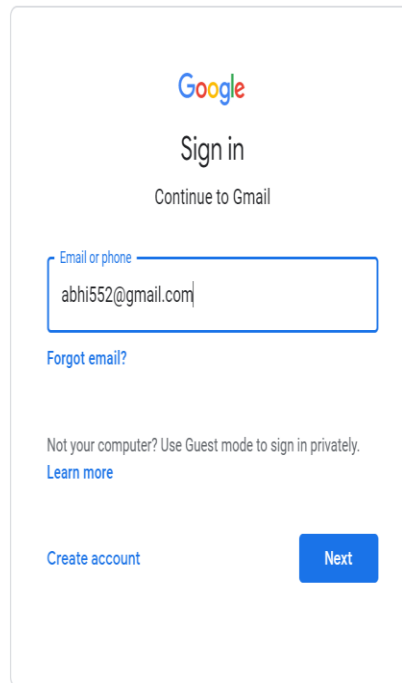
Step No:14

Step Description: Enter Username for Gmail

Expected Result: Enter Username for Gmail

Actual Result: The Element: USERNAME1 is set with text: abhi552@gmail.com

Status: Pass



Google

Sign in

Continue to Gmail

Email or phone

abhi552@gmail.com

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.
[Learn more](#)

[Create account](#) [Next](#)

English (United Kingdom) ▼

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Step No:15

Step Description: Enter Password for Gmail

Expected Result: Enter Password for Gmail

Actual Result: The Element: PASSWORD1 doesn't exist

Status: Fail

